

2015

# Annual Report (2015): Better

Lehigh Valley Health Network

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# BETTER

Better  
**HEALTH**  
Better  
**CARE**  
Better  
**COST**



## Even the **BEST CAN BE BETTER**

Football receiver Jerry Rice sprinted to the end zone after each catch during practice while his teammates took a breather between plays. Albert Einstein contributed to science more than 40 years after he received the Nobel Prize for his theory of relativity. Michelangelo walked through the local market to study the shapes and colors of items for sale so he could accurately depict them in his art. Even though these people are considered to be among the best at their craft, they were driven to do more. They understood that even the best can be better.

At Lehigh Valley Health Network (LVHN), we share in this belief. It's the foundation of our passion for better medicine. The dedication and commitment of our nearly 14,000 health care professionals creates a culture that fosters continuous improvement. Their determination strengthens LVHN, in turn creating a healthier, better community.

As health care undergoes a nationwide transformation, we remain driven to do more in support of our mission to heal, comfort and care for the people of our community. To succeed, we continue to be guided by the Triple Aim, a framework that helps us produce better health, better care and better cost.

We create better health by being accountable for the overall well-being of our population. We deliver better care by striving to provide an exceptional experience at every touch point within our health network. We achieve better cost by embracing the fact that quality care costs less.

This report outlines accomplishments made at LVHN in 2015 that helped us achieve the Triple Aim. Discover the latest steps we've taken in our never-ending quest to constantly improve, so that you and your loved ones can feel and live better.

**William F. Hecht**  
Chairman, Board of Trustees

**Brian A. Nester, DO, MBA, FACOEP**  
President and chief executive officer

# Better HEALTH

We are accountable for the overall well-being of our population



Like many people with multiple chronic conditions, Karen Stoneback of Bethlehem (above, left) was having difficulty managing her health. Purchasing costly prescriptions, taking medication properly, making and keeping doctor's appointments, and understanding how to control her heart failure and diabetes seemed overwhelming. Any slipup could result in a health setback. An LVHN Community Care Team provided support. Team members helped Stoneback receive the quality care she needed to achieve better health. She calls them "her angels." **Watch her story at [LVHN.org/report](http://LVHN.org/report).**

*Additional ways we're creating better health:*

- We utilize Optum One, a tool that uses clinical and claims data to identify patients at high clinical and financial risk. By proactively providing care to these patients through Community Care Teams, we're helping people receive higher quality care at a lower cost.

- Personalized care from Community Care Teams reduced high-risk patient admissions by 48 percent and high-risk ER visits by 23 percent (since 2012).
- We launched Epic, a new electronic medical record system that gives providers throughout our health network better access to your condition, treatment and testing information.
- MyLVHN – our new free, secure and easy-to-use patient website – connects you with your personal health information and provides the story of your health.
- The Lehigh Valley Health Network Accountable Care Organization (ACO) is among the more than 400 ACOs nationwide working to provide higher quality, coordinated care to patients with Medicare.
- In response to a serious worldwide health issue, we established an official Ebola treatment center at Lehigh Valley Hospital–Muhlenberg to ensure the safety of our patients and community.

**MyLVHN ACTIVATIONS**  
as of Nov. 2, 2015

41,490

**21,890** better than our previous patient portal

*To enroll, visit [MyLVHN.org](http://MyLVHN.org).*

Contacts with  
**610-402-CARE**

261,937

**21,963** better than 2014

Visits to **LVHN.org**

6,041,286

**3,292,834** better than 2014

# Better CARE

We strive to provide an exceptional experience at all our touch points



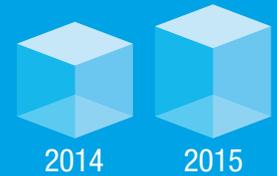
When Ed Patterson (above, right) returned home after heart valve surgery, he was comforted to know a nurse was monitoring his vital signs using the telehealth technology LVHN placed in his home. When the technology alerted telehealth nurse Andrea Nansteel, RN, that something was wrong, she took action to ensure Patterson received the potentially lifesaving care he needed. Feeling better every day and thankful for the innovative care he received, Patterson and his wife, Angie (above, left), are once again enjoying walks near their Whitehall home.

**Watch their story at [LVHN.org/report](http://LVHN.org/report).**

*Additional ways we're providing better care:*

- The new Health Center at Fogelsville brings nine health care services to a rapidly growing area of our community.
- The new Center for Inpatient Rehabilitation—Cedar Crest allows patients to receive short-term rehab without having to leave the hospital, enhancing the continuum of care.
- A new four-story Specialty Care Pavilion being built at Lehigh Valley Hospital—Muhlenberg will include obstetrics and newborn services, accommodating 2,000 births annually for moms-to-be in and around Northampton County, as well as a new Center for Inpatient Rehabilitation.
- We opened new outpatient rehabilitation locations (bringing our total to 21) and new ExpressCARE locations (bringing our total to 12) to help you get back to living life.
- The proposed merger of LVHN and Pocono Health System will build on the organizations' partnership, creating an integrated health care system for Poconos residents.
- The new Fleming Memory Center at Lehigh Valley Hospital—17th Street centralizes clinical, educational and support services for people affected by dementia and Alzheimer's disease.

## LVPG VISITS



**2,115,165**

**5.4% better than 2014**

## LVPG PROVIDERS



**1,073**

## OUTPATIENT Registrations

**591,602**

**85,792 better than 2014**

## ER Visits

**208,882**

**1,928 better than 2014**

## EXPRESSCARE Visits

**73,370**

**30,965 better than 2014**

# Better **COST**

We embrace quality  
to lower cost

As the region's premier health care provider, we are responsible for the health of every individual in our community, regardless of his or her ability to pay. No one understands that better than physician assistant Brett Feldman, PA-C (right), director of LVHN's Street Medicine program. Feldman travels the community caring for people who are homeless under bridges and in alleyways, encampments, soup kitchens and shelters. He provides the care they deserve and helps them get out of homelessness. When we produce better cost, we can enhance our not-for-profit, charitable mission through our investment in Community Benefit. This investment includes screenings, health education, and programs to help us provide free and reduced-cost care to people who need it most. It also includes the difference between government subsidies for care and the actual cost of providing that care. This year's Community Benefit totals a record \$402 million.

**Watch Brett's story at [LVHN.org/report](http://LVHN.org/report).**

*Additional ways we're enhancing quality to achieve better cost:*

- We made U.S. News & World Report's Best Hospitals list for the 20th consecutive year, ranking in seven clinical specialties. For the first time, two of our hospitals rank in the top 10 in Pennsylvania.
- LVHN will join the Memorial Sloan Kettering (MSK) Cancer Alliance early in 2016 to give people access to the world's best clinical trials and the latest discoveries in cancer research.



- We opened the LVHN Cancer Center–Hazleton and also added orthopedic surgery at Lehigh Valley Hospital–Hazleton to give area residents convenient access to the quality services they need most.
- Lehigh Valley Hospital and Lehigh Valley Hospital–Muhlenberg are the only Pennsylvania hospitals to receive an A grade on the Hospital Safety Score from The Leapfrog Group for each marking period.

Operating **INCOME**

**\$72**  
million

**\$30 million**  
better than 2014

Operating **MARGIN**

 **3.8%**

**1.3%** better than 2014

Total  
**COMMUNITY BENEFIT**

**\$402**  
million

**\$48 million**  
better than 2014

**FREE** flu vaccinations  
administered

 **11,564**



**Marketing and Public Affairs**

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Experience our online report  
at **[LVHN.org/report](http://LVHN.org/report)**.

- See more examples of how we're achieving the Triple Aim.
- Watch videos that show how people benefit from better health, better care and better cost.
- Get information about all our programs and services.
- Enroll in MyLVHN, our new patient portal.
- Review our leadership list.
- Examine our Combined Financial Statements and Community Benefit Report.